

**F.No. I-34014/3/2015-O&M**

Ministry of Shipping  
Co-ordination Division

Transport Bhawan, New Delhi

Dated: 14.07.2016

To: The Heads of all the Attached /Subordinate Offices, PSUs & Major Ports.

**Subject: Increasing awareness about Directorate of Public Grievances .**

Sir,

I am directed to enclose a copy of d. o. letter No.42/13/2016-DPG dated 27<sup>th</sup> June, 2016 received from the Secretary, Directorate of Public Grievances(DPG), Cabinet Secretariat, on the above subject.

2. The DPG has stated that in keeping with the renewed focus of the Government on public grievance redress, several initiatives have been taken to make the redressal system more responsive and effective. To increase awareness about the role and responsibility of DPG among general public, an advisory (Copy enclosed) needs to be published in the official publications, newsletters etc. brought out by the various Ministries and their CPSEs and other sub-ordinate organizations under their administrative control.

3. A copy of each of English / Hindi version of the advisory material is **enclosed** for giving wide publicity. I am directed to request you to kindly publish the same in your Official publications / newsletters etc. and forward a copy each of all such publications to this Ministry for onward transmission to DPG.

Yours faithfully,

Encl: As Above.

*(Handwritten signature and date)*  
14-7-16

**(D.C. Singh)**

Deputy Secretary to the Govt. of India

Telefax: 011- 2373 9621

संजय कुमार श्रीवास्तव  
भारत सरकार के सचिव  
Sanjy Kumar Srivastava  
Secretary to Government of India

S.O. (Coord) (CR)



सत्यमेव जयते

मंत्रिमण्डल सचिवालय  
राष्ट्रपति भवन, नई दिल्ली-110004  
CABINET SECRETARIAT  
RASHTRAPATI BHAWAN  
NEW DELHI - 110004

D.O. No. 42/13/2016-DPG

June 27, 2016

Dy. No. 134938...Add(Secy)/Shipping

Dated: 11/7/2016

Dear *Rajive*

As you are aware, the Directorate of Public Grievance (DPG) in the Cabinet Secretariat is mandated to look into unresolved public grievances on issues pertaining to some identified Central Government Ministries/Departments.

2. In keeping with the renewed focus of the Government on public grievance redress, we have taken several initiatives to make the redress system more responsive and effective, like providing a dashboard to the Secretaries and the Nodal Officers for PG with real time data for effective monitoring of pending grievances, launch of Hindi version of PGRAMS to widen its coverage, upgrading PGRAMS to make it more interactive and user friendly etc. Many other initiatives are also planned.

3. There is, however, a need felt to increase awareness about the role and responsibility of DPG among general public. The Department of Administrative Reforms have recently posted an advisory in this regard on the PG Portal on our request. To further this end, we request you to consider including in your official publications, newsletters etc. brought out by your Ministry/Department and the CPSEs and other organizations under its administrative control.

4. A copy each of English and Hindi version of the material to be published is enclosed. I request you to issue appropriate instructions for publication of the same in all the official publications/newsletters etc. of your Ministry/Department and other bodies under its control. A copy each of all such publications may be made available to us.

Secy(S)-OT  
A/S

*Adv (Coord) Reports*

11/7/16

*Pl. put up letter for circulatory material requested by DPG*

*AS (ACS) 4/2*

**Encl: Annexure I & II  
(English & Hindi)**

**Shri Rajive Kumar,**  
Secretary,  
Ministry of Shipping,  
Parivahan Bhawan,  
New Delhi.

*Pl. put up TODAY*

*AS (ACS)*

*S.O. (Coord)/ASO (AKV)*

Yours sincerely,

*Sanjy*  
(Sanjay Kumar Srivastava)



Government of India

## CABINET SECRETARIAT DIRECTORATE OF PUBLIC GRIEVANCES

### Unresolved Grievances Bothering You?

You may seek help of Directorate of Public Grievances (DPG) in resolution of grievances relating to Ministries/Departments and Organisations under its purview. In last few years, nearly ninety percent of the grievances taken up by the Directorate have been resolved favourably.

Please read carefully the conditions listed below before lodging your grievance:

- You should have exhausted the Departmental remedies for individual grievances.
- Your grievance should not relate to service matter (other than payment of terminal benefits like gratuity, GPF etc.), a case disposed of at the level of Minister of the concerned Department, commercial contract, a sub-judice case, a case where quasi-judicial procedures and appellate mechanisms are prescribed for decision making, RTI matter, Religious matter.
- Suggestion of any sort will not be treated as grievance.

#### List of Ministries/Departments/Organizations under DPG's purview

(a) Ministry of Railways	(i) Public Sector Banks
(b) Department of Posts	(j) Public Sector Insurance Companies
(c) Department of Telecommunications including BSNL and MTNL	(k) National Saving Scheme of Ministry of Finance
(d) Ministry of Urban Development including Delhi Development Authority, Land & Development Office, CPWD and Directorate of Estates	(l) ESI hospitals and dispensaries directly controlled by Employees State Insurance Corporation under Ministry of Labour and Employment.
(e) Ministry of Petroleum and Natural Gas including its Public Sector Undertakings	(m) Employees' Provident Fund Organization
(f) Ministry of Civil Aviation including Airports Authority of India and Air India	(n) Regional Passport Authorities under Ministry of External Affairs
(g) Ministry of Shipping, Road Transport and Highways	(o) Central Government Health Scheme under Ministry of Health and Family Welfare.
(h) Ministry of Tourism	(p) Central Board of Secondary Education, Kendriya Vidyalaya Sangathan, National Institute of Open Schooling, Navodaya Vidyalaya Samiti, Central Universities, Deemed Universities (Central) and Scholarship Schemes of Ministry of Human Resource Development
	(q) Ministry of Youth Affairs

**Note:** You can lodge your grievance online on our website "<http://dpg.gov.in>". You may also send your grievance to us by post or fax with complete information and relevant documents.

Contact us at:

**The Secretary,**

Directorate of Public Grievances,

2nd Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001

Tel: 011-23743139, 011-23741228, 011-23363733

Fax: 011-23345637, e-mail: [secypg@nic.in](mailto:secypg@nic.in)

Website: <http://dpg.gov.in>



समर्थन नये  
भारत सरकार

## मंत्रिमंडल सचिवालय लोक शिकायत निदेशालय

क्या आप अनसुलझी शिकायतों से परेशान हैं?

आप लोक शिकायत निदेशालय के कार्य क्षेत्र के अंतर्गत मंत्रालयों/विभागों और संगठनों से संबंधित शिकायतों के समाधान के लिए लोक शिकायत निदेशालय की सहायता ले सकते हैं। पिछले कुछ सालों में, इस निदेशालय द्वारा उठाई गई लगभग नब्बे प्रतिशत शिकायतों का संतोषजनक समाधान किया गया है।

अपनी शिकायत दर्ज कराने से पहले कृपया नीचे दी गई शर्तों को ध्यानपूर्वक पढ़ें :-

- आपने अपनी शिकायतों को संबंधित विभाग के समक्ष समाधान हेतु प्रस्तुत कर लिया हो।
- आपकी शिकायत सेवा मामले (ग्रेड्यूटी, जीपीएफ इत्यादि जैसे सेवांत हितलाभों के भुगतान के अलावा), संबंधित विभाग के मंत्री के स्तर पर निपटाए गए मामले, याणित्जिक अनुबंध, न्यायाधीन मामले, ऐसे मामले जहां निर्णय लेने के लिए अर्द्धन्यायिक पद्धति और अपीलीय प्रक्रियाएं निर्धारित की गई हैं, आरटीआई मामले, धार्मिक मामले से संबंधित न हो।
- किसी भी प्रकार के सुझाव को शिकायत के रूप में नहीं माना जाएगा।

लोक शिकायत निदेशालय के कार्यक्षेत्र के अंतर्गत आने वाले मंत्रालयों/विभागों/संगठनों की सूची

(क) रेल मंत्रालय	(ज) सार्वजनिक क्षेत्र के बैंक
(ख) डाक विभाग	(झ) सार्वजनिक क्षेत्र की बीमा कंपनियां
(ग) बीएसएनएल और एमटीएनएल सहित दूरसंचार विभाग	(ञ) वित्त मंत्रालय की राष्ट्रीय बचत स्कीम
(घ) दिल्ली विकास प्राधिकरण, भूमि और विकास कार्यालय, सीपीडब्ल्यूडी और सम्पदा निदेशालय सहित शहरी विकास मंत्रालय।	(ट) श्रम और रोजगार मंत्रालय के अंतर्गत कर्मचारी राज्य बीमा निगम नियंत्रित ईएसआई अस्पताल और औषधालय।
(ड.) पेट्रोलियम और प्राकृतिक गैस मंत्रालय, इसके सार्वजनिक क्षेत्र के उपक्रम सहित।	(ठ) कर्मचारी भविष्य निधि संगठन।
(च) भारतीय विमानपत्तन प्राधिकरण और एअर इंडिया सहित नागर विमानन मंत्रालय।	(ड) विदेश मंत्रालय के अंतर्गत क्षेत्रीय पासपोर्ट प्राधिकरण
(छ) केंद्रीय माध्यमिक शिक्षा बोर्ड, केंद्रीय विद्यालय संगठन, राष्ट्रीय मुक्त विद्यालयीय संस्थान, नवोदय विद्यालय समिति, केंद्रीय विश्वविद्यालय समविश्वविद्यालय (केंद्रीय) और मानव संसाधन विकास मंत्रालय की छात्रवृत्ति स्कीम।	(ढ) स्वास्थ्य और परिवार कल्याण मंत्रालय के अंतर्गत केंद्रीय सरकार स्वास्थ्य योजना
	(ण) पर्यटन मंत्रालय
	(त) युवक कार्यक्रम मंत्रालय
	(थ) पोत परिवहन, सड़क परिवहन और राजमार्ग मंत्रालय

नोट : आप हमारी वेबसाइट <http://dpg.gov.in> पर अपनी शिकायत ऑनलाइन दर्ज कर सकते हैं। आप अपनी शिकायत, संपूर्ण सूचना और संगत दस्तावेजों के साथ हमें डाक/फैक्स या ईमेल द्वारा भेज सकते हैं।

हमसे यहां संपर्क करें :-

सचिव,

लोक शिकायत निदेशालय,

दूसरा तल, सरदार पटेल भवन, संसद मार्ग, नई दिल्ली -110001

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